

RIDE CONNECTION POSITION DESCRIPTION CHIEF OPERATING OFFICER

Position Title: Chief Operating Officer
Position Reports To: Chief Executive Officer
Full-Time Equivalent: 100%
Positions Supervised: Paid and/or Volunteer Staff
Status: Exempt

Position Summary

The Chief Operating Officer is an administrative confidential position that is a part of Ride Connection's leadership team. This position is responsible for the development and oversight of all aspects of the Service Department; including but not limited to Service Center, direct service programs and travel training. The Chief Operating Officer works independently and manages multiple projects assigned by the Chief Executive Officer pertaining to the management of the Service Department.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized and accessible transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and shows appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintains confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Ensures a referral system that encourages individual independence and provides customers with information regarding all of their transportation options
- Directs all aspects of the centralized service center.
- Directs all aspects of the RideWise travel training program
- Responsible for and works with all aspects of the Service, and outreach programs to identify, develop, and maintain relationships with agency professionals
- Supervises staff responsible for the management of the service center, RideWise travel training program and all direct service that determine the needs and preferences of our target population
- Works collaboratively with Chief Executive Officer and Innovations and Integrations Officer in the preparation and review of Requests for Quotes and Requests for Proposals regarding service
- Assists Chief Financial Officer with budgets and budget variances for the Service Department
- Evaluates effectiveness of network transportation programs and works collaboratively with service planning to improve network transportation services
- Directs the development of scopes of work for new projects being submitted for funding
- Identifies gaps in service delivery and coordinates appropriate action to be taken
- Works collaboratively with the Chief Development Officers in the drafting of grant or fundraising applications
- Ensures compliance with all applicable contract regulations and local, state and federal laws as it pertains to direct service
- Assists with research on assigned projects and provides formal and informational reports to the Chief Executive Officer
- Safety and Security
- Responsible for developing new partner relationships
- Directs exploration & implementation of non-traditional transportation options
- Ensures program evaluation for service and cost effectiveness
- Supports data collection and report submission according to prescribed timelines
- Assures that no overtime worked will be performed by non-exempt employees without permission
- Attends agency staff meetings, management meetings and Board/committee meetings as required
- Serves as a member of Ride Connection's management team. Reports directly to the Chief Executive Officer, and provides additional support and expertise as required
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population

- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Qualifications

- BA degree in a related field with a minimum of three years of progressively responsible experience that is directly related to the duties and responsibilities specified or the equivalent combination of education and/or relevant experience
- Supervision experience with at least five years experience managing employee work assignments, work evaluation, problem resolution, motivation and development
- Project management knowledge with experience developing and managing adherence to goals, objectives, scopes-of-work and timelines
- Knowledge of policy and procedure development and implementation
- Demonstrated training skills, comfortable leading groups of people, speaking in front of people, group facilitation skills and effective speaking skills
- Knowledge of project planning and report presentation
- Knowledge of confidentiality rules
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills

Preferred Qualifications

- Knowledge of Federal and Oregon rules and statutes pertaining to programs receiving government funding for transportation helpful
- Ability to speak other languages, in addition to English
- Experience working with older adults and people with disabilities
- Experience and passion working for a Non-Profit organization

Physical Requirements

- Repetitive motion
- Prolonged sitting
- Verbal communication with others
- Extensive visual/hearing involvement
- Extensive use of the computer
- Occasional lifting or items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.